

Macarthur Ageing Forum Minutes

‘Aged Care Reform’ - Information Session

Date:	Wednesday 15 th April, 2026
Time:	12:30pm to 2:30pm
Location:	Camden Civic Centre, Gallery Room, 31 John St, Camden

Time	Agenda Item
12:30pm to 12:45pm	Networking and Lunch
12:45pm to 12:47pm	Welcome & Acknowledgement of Country - Jeneen welcomed everyone to the forum - Acknowledgement to Country - Housekeeping
12:47pm to 12:50pm	Attendees: Vicki Martins (Carrington), Debbie Aquilina (Carrington), Samantha Munro (Allied Health Reablement), Kirsty Young (SWSPHN), Sofija Milosevic (SWSPHN), Cristy-lee Elturk (BaptisCare), Fina Kimati (DoHDA), Kaylie Blyton (DoHDA), Kim Pyao (BaptistCare), Kylie Richardson (Myrtle Cottage), Jane Emelhainz (Seniors Issues Group), Marie Westall (Seniors Issues Group), Anaam Halabi (Grand Pacific Health, Janey Dos Santos (Carer Gateway), Minh Nguyen (Grant Pacific Health), Carmen (Seniors Issues Group), Tina Ram (Anglicare), Clare Thorn (EACH), Danielle Pullen (OT), Renee Barrett (Wollondilly Shire Council), Dhafir Muhsin (WSMRC) Apologies: Lisa Grimson (Camden Council), Hayley (Campbelltown City Council), Kate Noble (PHN), Fatima (WSMRC), Stephan Villon (Benevolent Society), Kirsty Kuoppala (SWSLHD) Previous Minutes accepted by: Janeen apologised for sending late.
12:50pm to 1:05pm	Council Updates: Campbelltown City Council, Camden Council and Wollondilly Shire Council Wollondilly Shire Council – Renee Barrett - Renee mentioned she has a Library background and currently on a secondment role as the Community Recovery & Resilience Officer. New team starting soon lead by Vicki Tierney. Renee is still the key contact for Ageing & Disability at the moment. - Seniors’ festival completed successfully - Café Connects continue – Timetable available https://wollondilly.cdn.greenhousecreative.au/assets/Images-NEW/Events/Cafe-Connect/CafeConnect_2026_DigitalBooklet_A4.pdf - If you need any information from Wollondilly, please contact Renee Camden Council – Lisa Grimson Seniors Festival 2026 - Approximately 100 Seniors took advantage of the Free Pool entry access offer across Camden, - We had 24 seniors attend the first session of Walk Soccer, with several saying they’ll bring friends along next time. Regular sessions will commence once school returns at Onslow Park on Tuesdays.

- Other activities included croquet, bird watching, water wise workshop, health education session, My Aged Care information session.
- AI and cyber safety sessions and trivia event
- Tickets booked out for the Camden Cultures event at the Civic Centre
- Croquet, bird watching - Nepean River Trail,

Full Seniors Festival program [Seniors Festival Program of Events 2026 A5.pdf](#)

CHAT LINC = Connection Hub AT Libraries IN Camden

LIBRARY POP UP INFORMATION STALLS AT CAMDEN LIBRARIES [CHAT Linc Library Calendars 2026 V1.pdf](#)

- Starting March to December 2026
- CHAT Linc Pop Up Information Stalls are hosted across our three Camden Libraries. This serves as a comprehensive resource hub, offering information about health, social programs, and available services in a variety of formats. It provides guidance on access and connection with these services. We have approx. 40 services registered across libraries Monday to Saturday. EOI link for further information.
- For further information or to express your interest [Expression of Interest Camden CHAT LinCPop Up Information Stalls At Camden Libraries](#)

CHAT LINK = Connection Hub for Active-Ageing Together 2026 Program Starting in March-December

- CHAT Link is hosted at various locations throughout the Camden Local Government Area (LGA). This program invites individuals to take part in a range of social activities, including arts, culture, technology workshops, health and wellbeing initiatives, and community events.
- Full Chat Link program [CHAT Link Program A5 2026.pdf](#)

Vaccination Clinics

Council in partnership with South-Western Sydney Local Health Districts are running a series of free community vaccination clinics until the end of 2026 to increase the uptake of routine vaccinations.

Vaccinations are free for people:

- Over 50
- Pregnant
- Children from 6 weeks to 5 years old
- High school aged students

Clinic locations:

Narellan Library – Iron Bark Room, Cnr Elyard & Queen Streets, Narellan

Times: 10am – 2.30pm

Camden Senior Citizens Centre – 65 John Street Camden, Camden

Times: 9.30am – 2.30pm

Dates can be found in the below link.

Booking form: <https://bit.ly/Community-Vaccination-Clinics-Booking-Form>

Additional information: <https://bit.ly/Community-Vaccinations-Clinics-2026>

Active Ageing Strategy Consultation

Council is currently developing its 2027 Active Ageing Strategy, beginning with a short survey to identify key priorities for active ageing across community groups, seniors and service providers. This initial consultation will help inform the direction of the Strategy, with broader public consultation to follow. To complete the survey please click this link [Active Ageing in Camden](#)

Campbelltown City Council – Hayley Orr

- The Big Campbelltown Sleep out is tonight - 15th April 2026

	• Campbelltown Community Cares Grants of \$2,000.00 are open and close next <i>Friday 24 April</i> • Campbelltown Cares Community Grants aim to strengthen the capacity of local businesses, organisations, and groups to deliver initiatives that address identified community needs within the Campbelltown LGA. • Vibrant Campbelltown Grants \$2,000.00 small events and \$10,000.00 for major community events. The Vibrant Campbelltown Grant supports inclusive, community-led events that bring people together, celebrate local identity, and create shared experiences across the Campbelltown Local Government Area.
1:05pm to 1:50pm	Guest Speaker: Department of Health, Disability and Ageing - Western NSW Regional Team Kaylie Blyton (Assistant Regional Director) Fina Kimati (Departmental Officer) • An overview of current aged care reforms, including updates on the Council of Elders, CHSP and Support at Home, associated providers, and available resources and supports. Presented by Kaylie • Overview of who the regional team are – role is a multi-role, engagement with providers, information sessions etc. • Overview of the new regulatory model ○ Registration & Renewal ○ Conditions, obligations, statutory duties ○ Ensuring demonstrated excellence • Council of elders with new members – 9 new, 5 continuing. Older people with lived experience help form policy etc • Changes to CHSP – remains grant funded at this time with no major changes ○ No current plans for growth round grants – reason being that CHSP is still planned to go into SaH until further news. ○ A lot of consultation going on in the sector at present - lots of advocacy for CHSP to remain separate from SaH. Waiting on Decision from Government. ○ Keep an eye out on MDS weekly updates & Government weekly updates • Changes to DEX – stage 2 now complete, stage 3 due to commence soon. Information available on the Departments website. This includes meals and transport changes. • CHSP service agreement and client information. New clients must have Service Agreement as of 1 November. Current clients 12 month le-way. • Becoming a provider – All providers are to be registered with the commission to deliver government funded services. CHSP are only approved only approved to deliver CHSP in line with their funding – CHSP providers are not automatically approved to deliver Support at Home. They must meet extra requirements. For more information, see slides. • Check out Grant connect to stay aware of any new grants however no grant rounds in 2026 at this time. • Single Assessment System – biggest changes with the legislation being one entry point for seniors to enter aged care. ○ SaH & AT&HM can be assessed at the same time • Overview of Referrals and how to make referrals • Wait times – priority assignment – varies from area to area so no real timeframes that we can advise. Depends on where the person is located. • Those that moved from HCP to Support at Home have to sign the new Service Agreement – pending they accept contributions. They have 90 days of receiving their confirmed contribution rate from Services Australia. Otherwise, can go through assessment but are to pay 100%.

	• Pricing transparency – Currently providers setting their own prices. From 1 July 2026 pricing caps are due to be set. • Claiming period – these were due 31st March. If you didn't get these in, contact Kaylie and Fina. • Support at Home priority system – different categories depending on a person's needs. If anyone is in hospital – they go into high priority. Timeline also varies from 1 month onwards. • Overview of Support at Home Participant Co-Contributions – participants will only pay contribution rates for services received and will be dependent on their pension status and service category. • Associated providers – The Department have published an FAQ – raised at a webinar in Dec 2025. Explains the model under the Act and how it works. • A&TSI – Small number of organisations providing A&TSI Aged Care Assessments that have been working with the department how to better support First Nations – currently 3 organisations in pilot across Australia. • Resources available – connect with regional team – add contact email. Q from Clare - Letter of assignment – it's not clear on the letters to seniors – some mention assigned or allocated. Do these mean the same thing? Answer: yes, they mean the same thing.
1:50pm to 2:15pm	Guest Speaker: Aged Care Quality and Safety Commission – Complaints Division Alexandra Dias (Senior Complaints Officer) Christina Maniatis (Senior Complaints Officer) • An overview of the rights-based approach of the new Act, including how the Statement of Rights is being upheld in regulatory practice (e.g., complaints handling, protections, transparency). • Current complaint volumes and sector insights • How providers can help older people and their families escalate concerns appropriately. • Welcomed & Acknowledgement - intake and complaints division • The commission – national end-to end regulator of aged care. Uphold rights of older people and ensures providers are accountable. Ensure older Australians that use aged care receive safe quality care. • What the commission does: Approving providers, monitoring and assessing providers. Taking compliance and enforcement actions, administering SIRS, Worker Code, Education to the sector. • Rights based approach – new ACT – strengthen the aged care system – ensure older people are treated with respect and get quality care they deserve. • Set the scene there was the royal commission which found a lack of complaints system. The Commission response was to strengthen, improve transparency, and support reforms to progress. • New Act – complaints commission, see slide., new reporting, improved awareness., Putting older peoples rights and needs first. • Statement of rights – Section 23 specific , section 24 providers , section 144 • Key legislative action – registered supporters – right to feel supported, voice their opinions, provide complaints or feedback. • Provisions of feedback – raise complaints anonymously or confidently – commission will look at complaint and take appropriate actions • Whistleblower protections – Take all complaints seriously – allows aged care workers and stakeholders to raise complaints without fear.

	• Approach to regulations – providers need to ensure they meet conditions of registration, code of conduct, Standards, provide all reasonable steps to follow SOR but not law enforced. • Complaints handling policy – Overview and available on the commissions website • In practice – The Commission and provider involve the older person in all complaints. Supporters will also be involved as required, ensure privacy, consider the older persons rights. Seek to understand if providers are meeting obligations and understand they understand the complaint and ensure improvement and restore relationships. Open disclosure. Contact the older person prior to closing the complaint to ensure they are ok or if they want a review. Education older people about their rights. • Christina – Current trends • Commission analyses complaints to help guide policy – 5212 new complaints Nov-Feb26. 52% increase in complaints received. Expect more complaints due to the changes in the sector – reform. For the first time, they are starting to receive complaints in home care more. Education to older people about their rights has helped. • Commission will still continue to monitor the trends • Top 10 concerns overall – most prevalent – management of health conditions. Providers need to keep improving. 4 x financial – statements inaccurate, communication, processing of reimbursements, management of finances. • Analysing complaints data, will help explore opportunities for improvement. Given – small improvement in areas will reduce complaints. • NOV-FEB – related to rights – make own decisions, accessing of services and understanding etc. • Consumer advisory groups – help identify opportunities for improvement. How do you promote complaints and feedback process? Other questions here • New act – long term cultural change in the sector. Partnership in the sector. Expect partnership with older people that meets their obligations and needs. Older people should feel confident raising issues and knowing the provider will work with them to alleviate concerns • Commission has resources on their website about complaints best practice. The Commonwealth complaints handling guide is also a great guide. • Your journey towards improving is not a race. • Please contact the commission if you have any questions.
2:15pm to 2:30pm	Q & A Session: Department of Health, Disability and Ageing Aged Care Quality and Safety Commission • Retired Assistant in Nursing (AIN) working in the sector – wanted to know who controls or polices the training of staff? She used to have training every 3 months - What happens now – people don't seem to have training. Think this is dangerous. ○ Answer from Commission: will take on notice, anecdotally – different organisations would have their own policies and processes. Min requirements etc. Not something that is policed. Deal with workers complaints – provider obligations – and ensure workers are abiding by The Code. Worker conduct - refer to other areas of commission – banning orders would be the final. Ask providers for evidence. No registration body for Assistant in Nursing (AIN) but there is for Registered Nurses (RN). ○ Janeen also mentioned the quality standards which are audited for those in categories 4-6. • Anna, care partner – visiting lots of older people to register people. Lack of education and language barrier to understand hospital and released etc. They don't

know there are aged care services. Some are allocated and not aware. Providers also need to education clients. Wanting to know what is being done.

- Kirsty recommends the Care Finder if they don't have any support.
 - Janeen also mentioned SSD have been trying to do education sessions locally – getting more information to community etc.
- Everyone wants to know what the Government is doing around educating seniors and community.
 - Fina advised they can contact the department regional team who are happy to go out and talk to groups and educate. They can bring along the Aged Care Specialist Officer from Services Australia. Carer Gateway is also available to support carers.
- Dhafir, WSMRC – Those with CALD background need to understand before and after 1 Nov changes. There is a lot of confusion. People wanting to know if services will get better or worse. Those with CALD background are often illiterate and find things hard to understand so think there is a need to find a way to educate the community including health literacy. Also, contributions – how does this impact services and what are the challenges for providers and people. Only 60% of SaH packages have been released which has impacted services.
- Tina, Anglicare had a disability question – Janeen mentioned those with disability who are over the age of 65 have a choice of staying on NDIS or move into the aged care system. Fina & Kaylie will connect with relevant team at the Department.
- Kylie – Mrytle cottage – complaints when they go in or if put in – do we find out a resolution, does it go to the individual or both?
 - Answer from Commission: Yes, it goes to both. More open and transparent about it unless it is confidential.
- What about if it's confidential – someone is on a banning order – do we know.
 - Answer: recommend checking the Commission website for those on banning orders as this is up to date.
- If you hear about a complaint and contact us as a 3rd party for information do, we get feedback on the outcome?
 - Answer: the Commission will inform the complainant and supporter but unlikely to advise the third party. Privacy considerations in the complaints process so likely not privy to the information and outcome.
- In relation to that, if you are a third party and the Commission contacts you (the provider) In terms of privacy and confidentiality, how much information are providers able to give legally?
 - Answer: this depends on providers privacy requirements, also depends on what is being requested, what the concern is and the requirements of the complaint. Documents are not shared and they will generally stick to targeted questions/answers.
- Fuel situation/crisis – are there any guidance, or additional funds etc
 - Answer: decision of the Government and will be an Australia wide decision. Kaylie taking any feedback which will passed onto their Minister. It is being closely monitored.
- Samantha allied health, CHSP services – struggling at the moment getting clients access to services. Providers who used to have services in CHSP now no longer have services as funding has been cut. Wait times up to 12 months for garden/lawns etc.
 - Janeen mentioned CHSP providers decided to relinquish funds due to changes. Still a lot of CHSP providers who want to increase services but can't due to funding.

	○ Kaylie – at this time there are no plans for growth funding – could change but not right now in 2026. • Kylie - Funding not enough for outputs which are not matching level of services been assessed for. Capacity in some areas and no capacity in other areas – want to help people but can't. People often on the phone crying. ○ SSD mention to Department team the issues. Because there is no decision with CHSP rolling into SaH – there is a lot of advocacy to not role CHSP into SaH so everything is unclear. Waiting for the budget in May. Also affects the SSD role which is currently due to end on 30 June 2026. Still unclear what they are going to do with this as well. • Kim – Assistive Tech & HM – if a client is waiting on ongoing funding but have been allocated AT&HM. BaptistCare have been advised not to use ongoing funding until allocated funding is available. Carer Gateway also have the same with AT – providers won't take it because there is not money attached to it yet. The funding has to pay for the assessment. ○ This has also come up at another sessions. Services Australia hold up – will provide feedback to the department and advise Janeen & Krystle of any outcomes. • Keep talking to the MPs to keep raising the issues.
2:30pm	Meeting Close – 2:29pm
Next Meeting	Wednesday 3rd June, 2026 Wollondilly Shire Hall, 52 Menangle St, Picton Register: https://collections.humanitix.com/2026-ageing-forums